

GENERAL MOTORS  
DCS7139  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 10, 2025

Subject: N242478720 - Customer Satisfaction Program  
Missing EV Towing Requirement in Owner's Manual

Models: 2024 BrightDrop Zevo 400  
2023 – 2024 BrightDrop Zevo 600  
2025 Chevrolet BrightDrop 400  
2025 Chevrolet BrightDrop 600

General Motors is releasing Customer Satisfaction Program N242478720 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

# Customer Satisfaction Program

## N242478720 Missing EV Towing Requirement in Owner's Manual



Release Date: February 2025

Revision: 00

**Attention:** For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

**This program is in effect until February 28, 2027.**

Make	Model	Model Year	
		From	To
BrightDrop	Zevo 400	2024	2024
BrightDrop	Zevo 600	2023	2024
Chevrolet	BrightDrop 400	2025	2025
Chevrolet	BrightDrop 600	2025	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain vehicles listed above may be missing the EV towing requirement information in the Owner's Manual.
<b>Correction</b>	Dealers will insert the EV towing information into the Owner's Manual. Since the towing information insert can be easily installed, and to reduce customer inconvenience, the insert will be sent directly to customers of record along with instructions. Customers may place the insert into their Owner's Manual or, if they desire, they may ask the dealer to perform this task.

### Parts

No parts are required.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107728	Print and Install Owner Manual Insert(s)	0.1	ZFAT	N/A

### Service Procedure

1. Print the appropriate language owner manual insert(s) for your service area.
2. Locate the owner manual.
3. Install the owner manual inserts to the owner's manual.

# Customer Satisfaction Program

## N242478720 Missing EV Towing Requirement in Owner's Manual

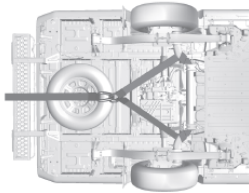


BrightDrop Zevo 600 Owner Manual (GMNA-Localizing-U.S./Canada-16569273) - 2023 - Insert - 11/19/24

### Insert to the 2023 Brightdrop Zevo 600 Owner's Manual

*This information is in addition to the information under "Transporting a Disabled Vehicle" found in the Vehicle Care Section of the owner's manual.*

#### Rear Attachment Points



Litho in U.S.A.  
Part No. 23BDPZEVOINS1\_ENUS

The vehicle has specific attachment points to be used to pull the vehicle onto a flatbed car carrier from a flat road surface. Use soft straps to tow the vehicle. Do not use these attachment points to pull the vehicle from snow, mud, sand, or a ditch.

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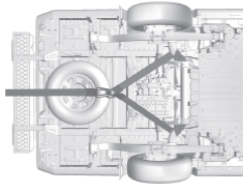
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BrightDrop Zevo 600 Owner Manual (GMNA-Localizing-U.S./Canada-16569273) - 2023 - Insert - 12/9/24

### Supplément au guide du propriétaire de Brightdrop Zevo 600 2023

*Cette information complète l'information de la rubrique « Transport d'un véhicule en panne », dans la section Entretien du véhicule du guide du propriétaire.*

#### Points de fixation arrière



Imprimé aux États-Unis  
Numéro de pièce 23BDPZEVOINS1\_FRCA

Le véhicule dispose de points de fixation spécifiques à utiliser pour tirer le véhicule d'une surface plane vers un camion à plateau. Utiliser des sangles souples pour remorquer le véhicule. Ne pas utiliser ces points de fixation pour extraire le véhicule de la neige, de la boue, du sable ou d'un fossé.

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# Customer Satisfaction Program

## N242478720 Missing EV Towing Requirement in Owner's Manual

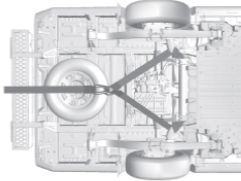


BrightDrop Zevo 400/Zevo 600 Owner Manual (GMNA-Localizing-U.S./  
Canada/Mexico-17092285) - 2024 - Insert - 11/19/24

### Insert to the 2024 Brightdrop Zevo 400/600 Owner's Manual

*This information is in addition to the information under "Transporting a Disabled Vehicle" found in the Vehicle Care Section of the owner's manual.*

#### Rear Attachment Points



Litho in U.S.A.  
Part No. 248DPZEVOINS1\_ENUS

The vehicle has specific attachment points to be used to pull the vehicle onto a flatbed car carrier from a flat road surface. Use soft straps to tow the vehicle. Do not use these attachment points to pull the vehicle from snow, mud, sand, or a ditch.

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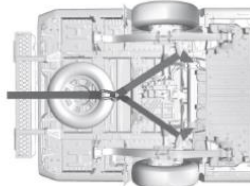
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BrightDrop Zevo 400/Zevo 600 Owner Manual (GMNA-Localizing-U.S./  
Canada/Mexico-17092285) - 2024 - Insert - 12/9/24

### Supplément au guide du propriétaire de Brightdrop Zevo 400/600 2024

*Cette information complète l'information de la rubrique « Transport d'un véhicule en panne », dans la section Entretien du véhicule du guide du propriétaire.*

#### Points de fixation arrière



Imprimé aux États-Unis  
Numéro de pièce 248DPZEVOINS1\_FRCA

Le véhicule dispose de points de fixation spécifiques à utiliser pour tirer le véhicule d'une surface plane vers un camion à plateau. Utiliser des sangles souples pour remorquer le véhicule. Ne pas utiliser ces points de fixation pour extraire le véhicule de la neige, de la boue, du sable ou d'un fossé.

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# Customer Satisfaction Program

## N242478720 Missing EV Towing Requirement in Owner's Manual

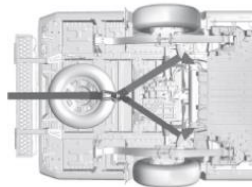


Chevrolet BrightDrop 400/BrightDrop 600 Owner Manual (GMNA-Localizing-U.S./Canada/Mexico-19507133) - 2025 - Insert - 11/21/24

### Insert to the 2025 Chevrolet Brightdrop 400/600 Owner's Manual

*This information is in addition to the information under "Transporting a Disabled Vehicle" found in the Vehicle Care Section of the owner's manual.*

#### Rear Attachment Points



Litho in U.S.A.  
Part No. 25CHEVBDPINS1\_ENUS

The vehicle has specific attachment points to be used to pull the vehicle onto a flatbed car carrier from a flat road surface. Use soft straps to tow the vehicle. Do not use these attachment points to pull the vehicle from snow, mud, sand, or a ditch.

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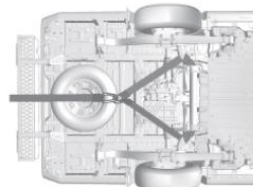
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Chevrolet BrightDrop 400/BrightDrop 600 Owner Manual (GMNA-Localizing-U.S./Canada/Mexico-19507133) - 2025 - Insert - 12/9/24

### Inserto al Manual del propietario de Chevrolet Brightdrop 400/600 2025

*Esta información es adicional a la información bajo "Transporte de vehículo deshabilitado" que se encuentra en la Sección Cuidado del vehículo del manual del propietario.*

#### Puntos de acoplamiento traseros



Impreso en los EE.UU.  
Número de parte 25CHEVBDPINS1\_ESMX

El vehículo tiene puntos de conexión específicos que se usarán para jalar el vehículo sobre una grúa de plataforma plana desde una superficie de camino plana. Utilice correas suaves para remolcar el vehículo. No utilice estos puntos de acoplamiento para jalar el vehículo desde nieve, lodo, arena o una zanja.

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# Customer Satisfaction Program

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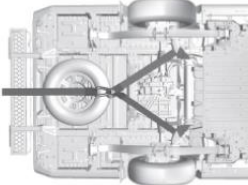


Chevrolet BrightDrop 400/BrightDrop 600 Owner Manual (GMNA-Localizing-U.S./Canada/Mexico-19507133) - 2025 - Insert - 12/6/24

### Supplément au guide du propriétaire de Chevrolet Brightdrop 400/600 2025

Cette information complète l'information de la rubrique « Transport d'un véhicule en panne », dans la section Entretien du véhicule du guide du propriétaire.

#### Points de fixation arrière



Imprimé aux États-Unis  
Numéro de pièce 25CHEVBDPINS1\_FRCA

Le véhicule intègre deux points de fixations spécifiques à utiliser pour tirer le véhicule d'une surface plane vers un camion à plateau. Utiliser des sangles souples pour remorquer le véhicule. Ne pas utiliser ces points de fixation pour extraire le véhicule de la neige, de la boue, du sable ou de la poussière.

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### Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through the end date as noted in the Attention box. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration

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Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

#### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N242478720 Missing EV Towing Requirement in Owner's Manual



This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your GM vehicle may have missing EV Towing information in the vehicle's owner manual.

**What We Will Do:** If you lose this insert or have questions, you can reach out to your BrightDrop/Chevrolet EV Certified dealer. Your dealer can also print and place this insert in your Owner's Manual. This service will be performed for you at **no charge until February 28, 2027**.

**What You Should Do:** Locate the enclosed updated towing information insert. Add the insert to the vehicle's Owner Manual and keep it with your vehicle for future reference.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number
Chevrolet EV	1-833-382-4389
Chevrolet	1-800-222-1020
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

We truly appreciate you taking the time to update your Owner's Manual as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your BrightDrop vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N242478720